Abstract

Methods for providing on-hold music in a telephony environment such as a PBX are disclosed. One or more music generation engines generate music of one of a plurality of styles of music. A calling user is placed on-hold, and one or more audio prompts are provided which the user of the plurality of styles of music that can collectively be generated by the music generation engine or engines and commands that may be entered by the user via one or more telephony inputs to select a particular style of music as on-hold music. Based on detected one or more first commands, the music generation engine(s) automatically compose on-hold music that is audibly provided to the user of a particular style selected by the user. The on-hold music of the particular style selected by the user may be modified based on one or more second commands entered by the user.

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